On April 17, 2020, CHCF gathered over 80 community health worker/promotore (CHW/P) experts from around California representing a broad range of perspectives including payers, advocacy groups, policymakers, government, colleges/universities, and health care providers. They shared how they were supporting CHW/Ps in their work during the COVID-19 pandemic. While it is clear that more efforts will be needed to support this important workforce, here are some actions they are taking now:

1. **Shifting CHW/P work to a virtual (phone or computer) environment**
   - Conducting one-on-one meetings with clients virtually
   - Conducting online classes to support clients and community members

2. **Providing CHW/Ps with equipment needed to work from home; developing creative solutions for clients who need to access services remotely**
   - Providing laptops, VPN access, and creative solutions for CHW/Ps who may have internet access
   - Guiding CHW/P clients to places that they can obtain a free wireless connection if needed (e.g., pharmacy parking lots or library parking lots)

3. **Teaching CHW/Ps ways to effectively use technology, virtual platforms, and apps to form and maintain connections and to deliver services remotely**
   - Providing the tools and resources necessary to support CHW/Ps in engaging with clients virtually (e.g., revised workflows, motivational interviewing on the phone, conducting COVID-19 education)
   - Training and supporting CHW/Ps in using a variety of technology and software (Zoom, Nextdoor, WhatsApp, Remind, Google Hangout, etc.)

4. **Providing information and resources to support CHW/Ps, including training and ongoing opportunities for connection**
   - Sharing information to support effective work practices including revised policies, safety updates, new protocols, and best practices and innovations
   - Creating and developing trainings specific to the COVID-19 pandemic including case-based scenarios with skills, and specific safe, effective practices
   - Developing virtual and online platforms for information sharing, continued learning, and professional development
   - Disseminating community partner resources and policy updates to CHW/Ps
5 Ensuring that CHW/Ps have the support they need for self-care
   • Creating opportunities for emotional support including regular check-ins, mentoring, and networking opportunities
   • Supporting CHW/Ps in coping with emotional stress, given their need to balance family and personal situations and safety versus the increasing needs of their clients and communities

6 Creating and updating tools to help CHW/Ps educate and support community members and patients around COVID-19
   • Developing scripts and tools for phone outreach to high-risk clients or for COVID-19 education, etc.
   • Using new online tools (e.g., for case management)
   • Revising curricula and models for education to be appropriate for online use (e.g., for asthma classes)

7 Creating culturally and linguistically appropriate educational resources for the community to support the work CHW/Ps are doing

8 Increasing communication within teams
   • Conducting weekly meetings with the team to share best practices, problem solve, provide peer support, and update workflows
   • Providing opportunities for CHW/Ps to communicate among themselves and with other team members so that their work and capabilities are fully being leveraged
   • Set realistic expectations given current challenges
   • Provide a variety of communication methods (virtual meetings, emails, online tools and resources) to continually engage and support the work

9 Partnering with other organizations to share and provide training, technical assistance, and resources

10 Leveraging CHW/P capabilities as part of the health care delivery system
   • Supporting CHW/Ps to lead efforts to coordinate with social services and community resources
   • Sharing experiences and resources with health plans and payers
   • Supporting other community organizations and creating learning networks to share effective engagement strategies and emerging practices

More information about this event is available online at www.chcf.org/covid19chw